

Indiana Arts Commission  
Regional Partnership Initiative – Policy Manual – Appendix F  
Information & Referral Service Standards

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1. Definition: "Information & referral" means those activities which collect and provide information about and assistance with linkage to arts activities, services, and resources to artists, arts providers, and the general public.
  2. Goal: The information & referral services provided by the Regional Arts Partner seek to ensure that information about and linkage to arts activities, services, and resources is provided to the general public, artists, and arts providers.
  3. Standards: The information & referral service standards are organized into the following categories:
    - 1) Planning
    - 2) Resources
    - 3) Delivery
    - 4) Communication
    - 5) Record keepingEach standard has a priority level assigned based on the standard's impact on service delivery to constituents and performance as a Regional Arts Partner.  
Priority 1: Regional Arts Partner must satisfy this standard.  
Priority 2: Regional Arts Partner should satisfy this standard.  
Priority 3: Regional Arts Partner may address this standard.
1. Planning.
    - A. The RAP conducts a systematic inventory of the arts activities, services, and resources within the region and updates the inventory on a regular basis. Priority 1.
    - B. IndianaArts.org is utilized in the collection and storage of information. Priority 1.
    - C. Services are available to persons with disabilities. Priority 1.
    - D. Requested information is regularly analyzed to identify trends and gaps in services. Priority 3.
    - E. The effectiveness of services is annually evaluated utilizing a variety of methods including consumer feedback. Priority 2.
    - F. Evaluation results are utilized to modify and improve I&R services. Priority 2.
  2. Resources.
    - A. An individual has been designated to manage this service. Priority 1.
    - B. All personnel who manage and deliver I&R services have appropriate education, skills, and/or specialized training. Priority 2.

- C. Accurate and current information about the availability, costs, and accessibility of arts activities, services, and resources within the region is maintained. Priority 1.
  - D. A comprehensive selection of printed materials about arts activities, services, and resources is maintained. Priority 3.
3. Delivery.
- A. A variety of service methods that are convenient and accessible to customers are utilized. Priority 2.
  - B. The RAP makes referrals to other RAPs for information about services in other regions. Priority 2.
  - C. A selection of printed materials about other arts activities, services, and resources is maintained. Priority 2.
4. Communication.
- A. A variety of methods are utilized to widely publicize the availability of this service, concentrating on under-served groups. Priority 2.
5. Record Keeping.
- A. The RAP maintains data about services delivered, including as needed:
    - 1) date of contact
    - 2) name, address, telephone #
    - 3) category of contact
    - 4) purpose of contact
    - 5) assessed need; and
    - 6) disposition/action taken. Priority 1.